

# **2017 Massachusetts Community Transportation Coordination Conference Regional Coordinating Council Roundtable**

## **Presenters**

- Erica Girgenti, Adams Council on Aging
- Jen Lee, Stavros Independent Living Center
- Bonnie Mahoney, MART
- Angie Azevedo, Southeastern Regional Planning and Economic Development District

## **Facilitator**

- Rachel Fichtenbaum, MassMobility

## **Berkshire County Regional RCC**

- Group consisted of a variety of participants, dwindled to core RTA, senior centers, BCC, Berkshire planning, community members and DDS. Continue to update ride guide (resources). Networking great programs start new service Medical transport. Work with RTA, cab companies, soldier on to provide transportation to closest city. HINT – Help I need Transportation. Grant 5000. Age friendly domain – transportation options. Bike safety – received grant from national aging and disability center.

## **North Central RCC**

- A large group dwindles to few key people, DDS, Arc of Opportunity, MRC, COAs, senior volunteer transportation, Gaamha, Fitchburg State, local advocacy group. Create and continue to update inventory. Reach out to health care commission to coordinate transportation for health care. Community grant for travel training and video on how to ride MART system. Model is regional with many stakeholders to provide travel training.

## **Pioneer Valley RCC**

- Small dedicated group, COA, disability perspective, Pioneer Valley Planning Commission. Shift in attendance and inventory, should be updated regularly. Interested in healthcare, local hospitals, transportation is a barrier. How to make transit smarter. Hospitals using web based system that can book both the medical appointment and transportation.

## **South East RCC on Transportation (SERCCOT)**

- Originally 2 groups, now combined into one. 40 communities, 30-40 active members: Both RTAs (GATRA and SRTA), MRC, DDS, Elder Services, COAs, United Way, Family Services, BCC, homeless advocates, Catholic Social Services, workforce development. Performed unmet needs survey. Medical transportation, some communities have no access. GATRA introduced Ride Match which allows you to create a route and obtain all options in your area. Important to educate people on what services exist and how to access them. GATRA wrote grant for route from Wareham to New Bedford.

## **Strengths and Challenges of the RCC Model**

- Berkshire County RCC:
  - Strengths – great networking opportunities, rally for services, partnerships, connections to the state, especially through Rachel.
  - Challenges – the name, need to define better so people know it's about transportation, also keeping active participation.
- North Central RCC:
  - Strengths – great venue for communicating and educating people about available services.
  - Challenges – maintaining participation
- Pioneer Valley RCC:
  - Strengths – connecting with agencies and COAs you don't have current relationship with. Learning from transportation experts what it takes to coordinate services.
  - Challenges – How to increase interest.
- South East RCC:
  - Strengths – Diverse group able to resolve problems effectively and quickly.
  - Challenges – People's time, need front line staff who works with the constituents. Who to invite?

## **Vision for RCCs**

- Berkshire County RCC:
  - Continued support from state. Are RCCs meeting expectations?
- North Central RCC:
  - Historically positive – get better known as advocacy group for transportation for state. More opportunity for funding projects, need \$\$.
- Pioneer Valley RCC:
  - Develop strong relationships with key resources beyond hospitals to additional agencies. Find ways to grow interest.
- South East RCC:
  - New Hampshire – Mobility Management is funded. State uses them for more info – how to spend. Long term – make recommendations in how state operates – Districts/Dedicated staff.